

ATTN: Medicaid Customers and Vendors

On Wednesday, June 29, 2011, WA State Medicaid will be implementing a new Encryption device to better serve and secure any HIPAA (EPHI) and/or PII information leaving our office.

WHAT THIS MEANS FOR YOUR COMPANY OR YOU AS A CUSTOMER

ALL customers and individuals receiving encrypted information from Medicaid will need to re-register with our new encryption device!

HOW IT WORKS

When an encrypted message is sent to your organization or you personally you will receive a notification with an attachment asking that you save the attachment to your hard drive and then double click on it.

This will bring up a “registration form” that you must fill out and send (*this process is all automated*) to receive your message from Medicaid.

When you complete the registration form and click on the “submit” button you will receive a “confirmation” email stating that you have been registered and need to activate your account.

To “Activate” your account you only need to click on the “Activate” button.

You will then be able to retrieve your encrypted message from Medicaid.

IMPROVEMENTS & BENEFITS TO YOU AND YOUR COMPANY

- 24x7 Customer Support provided by CISCO a leading technology
- 24x7 Customer access – Even if MPA is closed for business (after 5:30pm or weekends); you will still be able to retrieve your encrypted information.
- Ease of use for our customers – Registration process is easy and has been improved by moving to this new technology.

Questions or Concerns

CRES Recipient Support

CRES recipient support is available 24 hours a day on weekdays. The CRES support team's Service Level Objective (SLO) is to provide a written response to recipients within 24 business hours.

For the best support experience possible we recommend that CRES recipients first check the FAQ page to find their answer. If they cannot resolve their issue using the FAQ page they should send an email to CRES support. Only if their issue is truly urgent should they call the CRES support line for help. CRES recipients should follow these three simple guidelines for getting CRES end-user support:

1. First, use the 'Frequently Asked Question' Webpage—An FAQ webpage has been created to help recipients solve common registration and envelope opening questions. The URL is:
<http://res.cisco.com/websafe/help?topic=FAQ>
2. Second, contact CRES Recipient Support via Email—Any issue that is not resolved by the CRES FAQ page should be emailed to CRES support (support@res.cisco.com). A recipient should expect to receive a response within 24 business hours of submitting their email.
3. For Urgent CRES Recipient Support—Urgent phone support is available toll free in most countries. In North America a recipient should call (866) 412 6133, or +1 (410) 568 2486. For other countries refer to: <https://res.cisco.com/websafe/help?topic=ContactSupport>